

During May and June, the 2001 Employee Benefits Survey was completed.

Many thanks to Research and Reporting staff who conducted the phone surveys from 5:00 AM to midnight in order to accommodate all shifts. **We also want to thank those departments who allowed their employees the time to complete the surveys.**

705 employees were surveyed, or one out of every 15 benefits eligible employees. The questions were designed to measure not only satisfaction but also aid us in redesigning our health insurance offerings as we prepare to bid our health package for 2003.

In addition to the questions on the health plans, we surveyed satisfaction about dental, vision, life, retirement, deferred compensation, and Mariflex as well as flexible benefit options that could be employee funded. All of the responses will be taken into consideration as we continue to improve employee benefits while managing the explosive costs of health care.

Here are a few highlights.

- On page 1, you'll notice that the question of general satisfaction was asked twice. At the conclusion of the survey, employees indicated that 87% were either satisfied or very satisfied with our benefits program.
- On page 2, 77% of employees surveyed indicated that our benefit program met their needs.
- On page 5, 94% responded that a retirement plan was important to them and 82% were either satisfied or very satisfied with our retirement plans.
- On page 6, 92% responded that they were either satisfied or very satisfied with the overall service of the Benefits Division.

GENERAL SATISFACTION WITH BENEFITS

General Satisfaction With Employee Benefits - First Survey Question Asked	Very Satisfied	13%
	Satisfied	68%
	Dissatisfied	15%
	Very Dissatisfied	3%
	Don't Know, Refused	1%
General Satisfaction With Employee Benefits - Last Survey Question Asked	Very Satisfied	21%
	Satisfied	66%
	Dissatisfied	9%
	Very Dissatisfied	2%
	Don't Know, Refused	2%
# of Respondents		705

AGREEMENT WITH STATEMENTS ABOUT BENEFITS

Benefits Explained Well When You Started With M.C.	Strongly Agree	15%
	Agree	61%
	Neither Agree Nor Disagree	3%
	Disagree	14%
	Strongly Disagree	4%
	Don't Know, Refused	4%
Know Where To Get Information Regarding Benefits	Strongly Agree	20%
	Agree	64%
	Neither Agree Nor Disagree	3%
	Disagree	11%
	Strongly Disagree	1%
	Don't Know, Refused	2%
County Benefit Program Meets Needs	Strongly Agree	12%
	Agree	65%
	Neither Agree Nor Disagree	4%
	Disagree	17%
	Strongly Disagree	2%
	Don't Know, Refused	1%
# of Respondents		705

DENTAL INSURANCE COVERAGE

Dental Plan Membership - From Records	Protective	23%
	Concordia	61%
	Waived	16%
# of Respondents		705
Overall Satisfaction With Dental Insurance	Very Satisfied	15%
	Satisfied	54%
	Dissatisfied	16%
	Very Dissatisfied	7%
	Don't Know, Refused	8%
# of Respondents		630

HEALTH INSURANCE COVERAGE

Health Plan Membership - From Records	Health Select	11%
	CIGNA-PO	56%
	CIGNA-POP	10%
	CIGNA-HMO	9%
	Waived	14%
# of Respondents		705
Satisfaction With Health Insurance Plan	Very Satisfied	23%
	Satisfied	54%
	Dissatisfied	17%
	Very Dissatisfied	5%
	Don't Know, Refused	1%
# of Respondents		619
Overall Rating of Health Plan Experience	Zero	1%
	One	1%
	Two	2%
	Three	5%
	Four	7%
	Five	13%
	Six	12%
	Seven	18%
	Eight	25%
	Nine	10%
	Ten	6%
	Don't Know, Refused	1%
# of Respondents		619
Satisfaction With Dependent Coverage	Very Satisfied	25%
	Satisfied	57%
	Dissatisfied	13%
	Very Dissatisfied	4%
	Don't Know, Refused	1%
# of Respondents		331

VISION BENEFITS - IMPORTANCE & SATISFACTION

Enrolled In Vision Plan	No	17%
	Yes	78%
	Don't Know, Refused	5%
# of Respondents		705
Satisfaction With Vision Benefits	Very Satisfied	26%
	Satisfied	48%
	Dissatisfied	12%
	Very Dissatisfied	4%
	Don't Know, Refused	10%
# of Respondents		553

LIFE INSURANCE PLANS - SATISFACTION

Satisfaction With Basic Life Insurance Benefit	Very Satisfied	17%
	Satisfied	72%
	Dissatisfied	4%
	Very Dissatisfied	1%
	Not Asked	1%
	Don't Know, Refused	4%
Satisfaction With AD & D Coverage	Very Satisfied	11%
	Satisfied	67%
	Dissatisfied	4%
	Very Dissatisfied	0%
	Not Asked	4%
	Don't Know, Refused	15%
Satisfaction With Supplemental Life Offered	Very Satisfied	12%
	Satisfied	64%
	Dissatisfied	5%
	Very Dissatisfied	1%
	Not Asked	7%
	Don't Know, Refused	12%
Satisfaction With Dependent Life Offered	Very Satisfied	7%
	Satisfied	51%
	Dissatisfied	7%
	Very Dissatisfied	1%
	Not Asked	18%
	Don't Know, Refused	16%
# of Respondents		705

RETIREMENT BENEFITS

Importance Of Retirement Plan	Critical	68%
	Very Important	26%
	Somewhat Important	5%
	Somewhat Unimportant	0%
	Not Important At All	1%
	Don't Know, Refused	0%
# of Respondents		705
Overall Satisfaction With Retirement Benefit	Very Satisfied	18%
	Satisfied	64%
	Dissatisfied	10%
	Very Dissatisfied	2%
	Don't Know, Refused	6%
# of Respondents		690

DEFERRED COMPENSATION - IMPORTANCE & SATISFACTION

Importance Of Deferred Compensation Plan	Critical	29%
	Very Important	35%
	Somewhat Important	24%
	Somewhat Unimportant	2%
	Not Important At All	5%
	Don't Know, Refused	4%
Satisfaction With Nationwide Retirement Solutions	Very Satisfied	13%
	Satisfied	58%
	Dissatisfied	7%
	Very Dissatisfied	1%
	Don't Know, Refused	20%
# of Respondents		705

BENEFITS DIVISION - CONTACT WITH & SATISFACTION

Satisfaction With Knowing Who To Call For Questions	Very Satisfied	24%
	Satisfied	60%
	Dissatisfied	9%
	Very Dissatisfied	4%
	Does Not Apply	1%
	Don't Know, Refused	2%
Able To Talk With Someone In Benefits	No	14%
	Yes	86%
	Don't Know, Refused	1%
# of Respondents		369
Satisfaction With Courtesy Of Staff	Very Satisfied	48%
	Satisfied	44%
	Dissatisfied	5%
	Very Dissatisfied	2%
	Don't Know, Refused	1%
Satisfaction With Timeliness Of Response	Very Satisfied	40%
	Satisfied	47%
	Dissatisfied	9%
	Very Dissatisfied	3%
	Don't Know, Refused	1%
Satisfaction With Ability To Get Questions Answered	Very Satisfied	39%
	Satisfied	50%
	Dissatisfied	8%
	Very Dissatisfied	3%
	Don't Know, Refused	1%
# of Respondents		318
Overall Satisfaction With Services Of Benefits Division	Very Satisfied	39%
	Satisfied	53%
	Dissatisfied	6%
	Very Dissatisfied	1%
	Don't Know, Refused	1%
# of Respondents		318